

Bibliography .

- Al Bazaaz AGA 1994. *The Students' Low Achievement in Business English at the College of Business Studies in Kuwait...*
University of Sussex. Dissertation Abstract 994 DAI - C55/04.
- Alexander R. 1989 . *Can You Actively Teach Business English Assuming it Exists ?* In *Effective Teaching & Learning*. The British Council Milan Conference. Great Britain: Modern English Publications.
- Allwright D. & Bailey K..M. 1991. *Focus on the Language Classroom : An Introduction to Classroom Research*.
Great Britain : Cambridge University Press .
- Asmah Hj. Omar 1987 . *National Language and Communication in Multilingual Societies* : papers presented at the seventh Conference of the Asian Association 1987.
Kuala Lumpur : Dewan Bahasa dan Pustaka.
- Bhatia V K 1994 . *ESP and the World of Professions : Bridging the Gap or Making Inroads ?*. ESP Malaysia Vol. 2 / 1. pp 19-29 .
UTM Johor : Department of Modern Language .
- Breen M P. 1987 . *Learner Contributions to Task Design : Lancaster Practical Papers in English Language Education Vol. 7* .pp 23-46 .
In *Language Learning Tasks* . (eds) Candlin CN. & Murphy DF .
Great Britain : Prentice - Hall International Ltd and Lancaster University.
- Brown & Yule 1983 . In Nunan D. (ed)1999 *Second Language Teaching and Learning* . USA. : Heinle & Heinle publishers.
- Brumfit C J & Johnson K 1979 (eds) *The Communicative Approach to Language Teaching*. Oxford : Oxford University Press.
- Cairns K. 1995 . *Using Simulations to Enhance Career Education* .
Ottawa. Canadian Guidance and Counselling Foundation .
Eric digest ED 404583.
- Candlin C. N. 1987. *Towards Task Based Language Learning : Lancaster Practical Papers in English Language education Vol. 7* . pp 5-22. In *Language Learning Task* . (eds) Candlin C. N. & Murphy D.F.
Great Britain. Prentice - Hall International Ltd and Lancaster University.

- Cheung D, Ching L P & Wong I 1993. *Design of Curriculum and Instructional Materials : Reflecting the Needs of the Real World* - Nanyang Technological University. In *Perspectives on English for Professional Communication*. (eds) Boswood T, Hoffman R, Tung P 1993. Hong Kong : City Polytechnic of Hong Kong. pp 247-260 .
- Chin K Y. 1987 . *An Examination of Language Learners and Learners' Perception in an ESP Context*. Dissertation . Singapore. National University of Singapore.
- Comstock T W 1990. *Communicating in Business Industry*. USA : Delmar Publishers INC.
- Cotton D & Robins S 1993 . *Business English*.. Great Britain .Nelson.
- Crooks T 1996 . *ESP in Southeast Asia*. Indonesian Australia Language Foundation. Indonesia : Denpasar Bali.
- Ehlich K. & Wagner J (eds) 1995 . *The Discourse of Business Negotiation* . Berlin, New York : Mouton de Gruyter.
- Ellis R . 1984. *Communicative Strategies and the Evaluation of Communicative Performance*. ELT Journal Vol. 38 / 1. pp 39-44.
Oxford : Oxford University.
- Ellis M & Johnson C 1994 . *Teaching Business English*.
Oxford : Oxford University Press.
- Evans TD 1987 . *Recent development in ESP : The trend to Greater Specialisation*. pp 28-32.RELC Occasional Papers in Tickoo , ML (ed) *ESP : State of the Art* . Singapore : RELC Singapore.
- Evans TD & St. John M J 1998. *Developments in English for Specific Purposes*. Cambridge : Cambridge University Press.
- Firth A. 1995 . *The Discourse of Negotiation - Studies of Language in the Workplace*. Great Britain : Pergamon Press.
- _____ 1995 . *Negotiation Activity in Workplaces* . In Firth A 1995 (ed) *The Discourse of Negotiation - Studies of Language in the Workplace* . Great Britain :Pergamon Press.

- Hill D & Holden S (eds) 1989 .*Effective Teaching and Learning*. The British Council 1989. Milan Conference. Great Britain: Modern English Publications.
- Hornby AS 1978. *Oxford Dictionary of English* .
Oxford: Oxford university Press.
- Hussein Hj Ahmad 1993. *Pendidikan & Masyarakat Antara Dasar Reformasi dan Wawasan*. Kuala Lumpur : Dewan Bahasa & Pustaka
- Hutchinson T & Waters A 1986 . *English for Specific Purposes - A Learning Centred Approach*. Cambridge : Cambridge University Press.
- Hyland K & Hyland F. 1992. *Go for gold ; Integrating Process and Product in ESP*. ESP journal . Vol. 11. pp 225-242 .
USA : Pergamon Press Ltd.
- Kennedy C & Bolitho R 1984. *English for Specific Purposes*.
London : Mac Millan Publishers Ltd.
- Khairi Izwan A, Abdul Halim A R, Louis AD & Zubaidah A 1993.
ESP in Malaysia : An Overview. ESP Malaysia , Vol. 1 / 1. pp 61-72 .
Department of Modern Language : UTM Johor.
- Legutke M. & Thomas H 1991. *Process and Experience in the Language Classroom*. Great Britain : Longman.
- Leong Y. K. 1998. *The Communicative Needs of Sales Personnel : an Ethnographic Analysis*. MA Dissertation. Bangi : Universiti Kebangsaan Malaysia
- Lewichi & Litterner 1985 . In Alan Firth (ed) 1995 . *The discourse of negotiation studies of language in the workplace*.
Great Britain : Pergamon.
- Mc Donough J. 1994. *ESP in Perspective*. London & Glasgow : Collins ELT.
- Madsen D. 1992. *Successful Dissertation and Thesis- A Guide to Graduate Student Research from Proposal to Completion*. San Francisco : Jossey- Bass.
- Morais E 1990 *Some Preliminary Observations on Business Communication in Malaysia : A Cross Cultural Perspective*. Paper presented at the 8th conference of the Asian association of National Language :
(ASANAL) Kuala Lumpur.
- Morrow K 1981. In Johson K & Morrow K (eds) 1981 .*Communication in the Classroom* . Harlow : Longman Group Ltd.

- Mountford A 1988. *Factors Influencing ESP Materials Production and Use*. Thailand: The British Council Thailand.
- Neu J & Graham J L 1995. *An Analysis of Language Use in Negotiations : The Role of Context and Content*. In Ehlich K & Wagner J (eds) 1995. *The Discourse of Business Negotiation*. Berlin, New York : Monton de Gruyter. pp 243-267.
- Neuman L W 1997. *Social Research Methods- Qualitative and Quantitative Approaches*. USA : Allyn and Bacon.
- Nickerson O 1988. In Thomas W. Comstock 1990. *Communicating in Business and Industry*. USA : Delamar Publishers INC.
- Nunan D. 1989. *Designing Tasks for the Communicative Classroom*. Cambridge : Cambridge University Press.
- _____. 1999. *Second Language Teaching and Learning*. USA : Heinle & Heinle Publishers.
- Nunan D & Keobke K 1995. *Task Difficulty From the Learners' Perspective : Perceptions & Reality*. Hong Kong Papers in Linguistics and Language Teaching. V 18 Sept. pp 1-9. Hong Kong : City Polytechnic of Hong Kong.
- Pritchard NA & Chamberlain RGD 1974. *Special Purpose English : Changing Approaches to English Language Teaching*. RELC Journal Vol. 5n2 Dec. pp27-36. Singapore: RELC.
- Pearson E 1988. *Learner Strategies and Learner Interviews*. ELT journal, Vol. 42/ 3 July. pp 173-178. Oxford : Oxford University Press.
- Pickett 1986 In Thomas W. Comstock (ed)1990. *Communicating in Business and Industry*. USA : Delamar Publishers INC.
- Putnam & Rolloff 1992 In Alan Firth (ed) 1995. *The discourse of Negotiation Studies of Language in the Workplace*. Great Britain : Pergamon.
- Radnor HA 1994. *Collecting and Analysing Interview Data . Educational Research Monograph series*. School of education . Great Britain : University of Exeter.

- Rajagopal M & Williams R 1995 . *Visitron negotiations : A Case Study in Materials Adaptation*. ESP Malaysia, Vol. 3/1 . pp 49-64 .
Department of Modern Language. UTM Johor.
- Richards J , Platt J and Webber H 1985 *Longman : Dictionary of Applied Linguistics*. Essex : Longman.
- Rodgers D 1997. *English for International Negotiations - A Cross Cultural Case Study Approach*. New York : St. Martin's Press.
- Roe P (1993) *The Anatomy of ESP* . ESP Malaysia 1/1 . pp1-16 .
Department of Modern Languages : UTM Johor .
- Schlepppegrell M & Royste L 1990. *Business English : An International Survey*.
ESP journal . Vol. 9 . pp 3-16 . USA : Pergamon Press.
- Seliger H & Shohamy E 1989. *Second Language Research Methods*.
Oxford : Oxford University Press.
- Scott R 1981. *Speaking*. In Johnson K. & Morrow K (eds) 1981
Communication in the Classroom .
Harlow : Longman Group limited. pp 68-74.
- Skehan P, Foster P & Mehnert U 1998 . *Assessing and Using Task*. In *Learners and Language Learning* . Arenandya W & Jacobs G.M. (eds)
Singapore : SEMEO Regional Language Centre.
- STAR 1997 In Leong Y. K. 1998. *The Communicative Needs of Sales Personnel : An Ethnographic Analysis*. Dissertation.
Bangi : Universiti Kebangsaan Malaysia
- Strevens P. 1988 . *ESP After Twenty Years : A reappraisal* .
In M. Tickoo (ed) *ESP : State of the Art*.
Singapore : SEAMEO Regional Language Centre. pp1-13
- Strutt P 1992 . *Longman Business English Usage* .
Essex : Longman .
- Sturtridge G 1981 . *Role Play and Simulations* . In Johnson K & Morrow K 1981(eds) *Communication in the Classroom*.
Harlow : Longman Group limited. pp 126-130 .
- Swales JM 1988. *Communicative Language Teaching In ESP contexts*.
In Annual review of Applied Linguistics .USA : Cambridge University Press. pp 48-57.
- _____ 1990 . *Genre Analysis : English in Academic and Research Settings*.
Cambridge : Cambridge University

- Wanpen Tubtimtong 1996 . *Reconciling Stakeholders' Perspectives in Designing a University ESP Programme*. pp 23-35.
In Crooks T (ed) : *ESP in Southeast Asia*. Indonesian Australia Language Foundation.
Indonesia : Denpasar Bali.
- Westerfield K & Burt M 1996 . *Assessing Workplace Performance Problems : A checklist* . PAIE Digest . EDRS No ED 342 277
- Widdowson HG 1978 . *Teaching Language as Communication*.
Oxford : Oxford University Press.
- _____ 1981. *Criteria for Course Design*. In Selinker L, Tarone E , Hanzelli V (eds) . 1981 . Pg 1-10. *English for Academic Purposes and Technical Purposes*. USA. Newbury House Publishers Inc.
- _____ 1983. *Learning Purpose and Language Use*.
Oxford : Oxford University Press.